

CTE Skill Certificate Test Performance Documentation

This document must be submitted to the test coordinator along with the test scan sheets at the time of testing. It will be submitted to the USOE for the audit and a copy kept on file for two years.

Course: Administrative Procedures
Test Number: 215
School:
Instructor's Name:

Students in course:
Students tested:
Date:

This is to verify that the students on the attached class roll* accomplished the following performance objectives at or above the 80% (moderately to highly skilled) level.

1. Identify and incorporate the communications process/cycle.
2. Compose business documents (letters, reports, memos, etc.) And use software templates.
3. Create and understand financial documents (purchase orders, invoices, purchase requisitions).
4. Create and perform an oral presentation using presentation software, visual aides and handouts.
5. Understand the impact of cultural differences in international business.
6. Use a reminder/time management system(s) to calendar and prioritize work activities.
7. Understand office ergonomic, security, and safety issues.
8. Organize a business meeting (arranging for facilities, conducting, setup, agenda, minutes, etc.).
9. Identify: record life cycle, manual/computerized filing, storage medium, retention schedule.
10. Demonstrate the use of reference materials (dictionaries, thesaurus, manuals, etc.).
11. Identify proper handling of incoming and outgoing mail, federal postal and other mail services.
12. Demonstrate telephone procedures, services and etiquette when placing and receiving calls, voice mail, e-mail, speaker phones, and video/audio conference calling.
13. Understand and/or demonstrate: fax machines, photo copiers, scanners, postage meters, and electronic calculator/keypad.
14. Understand and/or demonstrate the use of e-mail and its properties.
15. Understand the terminology of computer hardware, software, telecommunications, and networks.
16. Demonstrate the use of the Internet in accessing business information.
17. Identify characteristics of: attitude, professionalism, ethics, decision making, problem solving.
18. Discuss group/team dynamics and interactions between coworkers.
19. Conduct a job search, complete an application, prepare a resume, and participate in an interview.

Each performance is documented and kept on file for two years. (check one or more)

- ☐ Individual student performance tracking sheets
- ☐ A class period summary score sheet
- ☐ Recorded and identified in the class grade book

Instructor's Signature: _____

*Attach a copy of the class period roll and draw a single line through any student on the roll not accomplishing ALL required performance objectives at the 80% (moderately to highly skilled) level.